



MONTANA STATE PRISON OPERATIONAL PROCEDURE

Procedure:	MSP HS C-02.0	CLINICAL PERFORMANCE ENHANCEMENT
Effective Date:	11/01/2010	Page 1 of 2
Revision Date(s):	12/30/2021; 06/30/2026	
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I. PURPOSE

Establish processes for evaluating the appropriateness of services delivered by all Qualified Health Care Professionals (QHCPs).

II. DEFINITIONS (see Glossary)

III. GENERAL REQUIREMENTS

A. Requirements

1. Each QHCP's clinical work will be reviewed by another professional of at least equal training in the same general discipline.
 - a. All reviews will be confidential and shared only with:
 - 1) the individual being reviewed;
 - 2) the MSP Health Services Manager; and
 - 3) the Medical Director.
 - b. At minimum, clinical reviews will incorporate the following:
 - 1) the name of the individual being reviewed;
 - 2) the date of the review;
 - 3) the name and credentials of the person conducting the review;
 - 4) confirmation that the review was shared with the individual being reviewed;
 - 5) a summary of the findings and corrective action, if any; and
 - 6) appropriate follow-up (for example, independent review) or corrective action will be implemented by the MSP Health Services Manager as indicated.
2. A basic review will be completed, at least annually, from a selection of each direct patient care clinician's clinic encounters (see *Medical Chart Review Worksheet*).
3. The Electronic Health Record (EHR) will be reviewed covering multiple areas, including:
 - a. chronic care;
 - b. urgent care;
 - c. routine medical care;
 - d. infirmary care; and
 - e. psychiatric care.

4. Assessment will be based on community standard of care and will include:
 - a. completeness and relevance of present and past history;
 - b. physical exam pertinence;
 - c. labs and diagnostics;
 - d. procedures;
 - e. mental status exam;
 - f. risk factors;
 - g. treatment plan; and
 - h. appropriateness of consults and charting legibility.
5. Peer case reviews may be conducted on selected individual cases.
6. Tracking will be captured in the EHR including names of the Qualified Health/Mental Health Care Professional.
 - a. The dates of their reviews will be verified by the MSP Health Services Manager.
7. The professional practice review of RNs and LPNs (including supervisory staff who provide clinical care) will focus on clinical skills with the purpose of enhancing competence and addressing areas in need of improvement.
 - a. This review will be designed and conducted through the Nurse Educator.
 - b. Peer case reviews may be conducted on selected individual cases.
 - c. Tracking will be captured in the EHR.
 - d. The names of the RN and/or LPN will be verified by the Nurse Educator.
8. An Independent Review will be implemented by the Director of Nursing and/or Responsible Health Authority when serious concerns are noted regarding an individual provider's competence.

IV. CLOSING

Questions about this procedure should be directed to the Medical Health Services Manager.